



#16
Docket No.: 2950P053

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

ROBERT H. JOYCE, ET AL.

Application No.: 09/604,199

Filed: June 27, 2000

For: **SYSTEM AND METHOD FOR AUTOMATED
AND CUSTOMIZABLE AGENT AVAILABILITY
AND TASK ASSIGNMENT MANAGEMENT**

Art Group: 2157

Examiner: Jacobs, Lashonda T.

RECEIVED

JUN 16 2004

PETITION FOR EXTENSION OF TIME PURSUANT TO 37 C.F.R. § 1.136 Technology Center 2100

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F. R. § 1.136(a), the Applicants for the above-identified application respectfully
Petition the Commissioner for a three (3) month extension of time, extending the period for response to June 18,
2004, from the Final Office Action dated December 18, 2003. A check for \$950.00 (petition filing fee) is attached.

If it should be determined that a longer extension of time is required to prevent this application from being
abandoned, please charge any additional fees to Deposit Account No. 02-2666. A copy of the Fee Transmittal is
enclosed for deposit account charging purposes.

Respectfully submitted,

Blakely, Sokoloff, Taylor & Zafman LLP

Date:

6/2/2004

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CERTIFICATE OF MAILING/TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States
Postal Service on the date shown below with sufficient postage as first class mail in
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Alexandria, VA 22313-1450.

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6/9/04
Date

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